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**Federal Communications Commission**  
**445 12th Street, S.W.**  
**Washington, D. C. 20554**

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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## **FCC RELEASES REPORT ON QUALITY OF SERVICE OF INCUMBENT LOCAL EXCHANGE CARRIERS**

Washington, D. C. – The FCC today releases a report entitled *Quality of Service of Incumbent Local Exchange Carriers*. This report enables consumers, regulators and industry to evaluate quality-of-service trends of the major incumbent local exchange carriers (regional Bell companies and Embarq), as well as smaller incumbent local exchange carriers. The data is presented separately for each company and includes measures of service quality provided to residential and business end-user customers, as well as service quality provided to long distance carriers. Statistically significant six-year trends as of 2006 were identified in three indicators of industry-wide service quality:

- Percentage of switches with outages is decreasing on average 11.1% per year.
- Trouble reports per thousand lines are increasing on average 2.1% annually.
- Repair intervals are increasing on average 5.5% annually.

The report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, S.W. Copies may be purchased by calling Best Copy and Printing, Inc. at (202) 488-5300. The report can be downloaded from the Wireline Competition Bureau Statistical Reports Internet site at <http://www.fcc.gov/wcb/stats> on the World Wide Web. For additional information, contact Jonathan Kraushaar of the Industry Analysis and Technology Division, Wireline Competition Bureau at (202) 418-0947, or for users of TTY equipment call (202) 418-0484.

News about the Federal Communications Commission can also be found at the Commission's web site [www.fcc.gov](http://www.fcc.gov).